

Provider Communication

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| Subject: Fiscal Agent Transition Update: Correspondence/Document End Dates | Priority: High |
| Date: October 20, 2010 | Message ID: ACSBNR10202010_5 |

Dear Provider:

Due to the fiscal agent transition from ACS, a Xerox Company to HP Enterprises, scheduled for November 1, 2010, ACS will no longer accept the following correspondence/document types, effective on the dates listed below:

| <u>Correspondence</u> | <u>Document/Correspondence Type</u> | <u>ACS will no longer accept after:</u> | <u>HP will begin accepting:</u> |
|-----------------------------------|--|---|---|
| Provider Enrollment | Paper requests for enrollment | ACS is no longer accepting these documents. | HP is currently accepting these documents. |
| | Web requests for enrollment | ACS is no longer accepting these documents. | October 28, 2010 at 1:00 am |
| | Paper and Web updates to existing provider files | ACS is no longer accepting these documents. | October 28, 2010 at 1:00 am |
| Member Correspondence | Paper | ACS is no longer accepting these documents. | HP is currently accepting these documents. |
| | Web | ACS is no longer accepting these documents. | October 28, 2010 at 1:00 am |
| | Fullard Review | ACS is no longer accepting these documents. | HP is currently accepting these documents. |
| Provider Correspondence | Paper | ACS is no longer accepting these documents. | HP is currently accepting these documents. |
| | Web | ACS is no longer accepting these documents. | October 28, 2010 at 1:00 am |
| Claims | Paper | ACS is no longer accepting these documents. | HP is currently accepting these documents. |
| | EDI | October 21, 2010 | October 26, 2010 at 6:00 pm |
| | Web | October 21, 2010 at midnight | October 26, 2010 at 6:00 pm |
| Provider Field Rep Visit | | October 22, 2010 | Visit scheduling begins October 28, 2010 |
| Provider/Member Call Center (CIC) | | October 27, 2010 at 5:00 pm | October 28, 2010 at 7:00 am |

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| Web-submitted Eligibility Requests | Newborn, Presumptive, BCC | October 26, 2010 at 2:00 pm | October 26, 2010 at 11:00 pm |
| Web Portal Inquiries Only and Retrieving Web Portal Documents | | October 27, 2010 at midnight | October 28, 2010 at 1:00 am |

If you have questions, please contact the Customer Interaction Center (CIC) at 1-800-766-4456 or use the Contact Us feature located at the top-right corner of the GHP Web Portal (www.ghp.georgia.gov).